

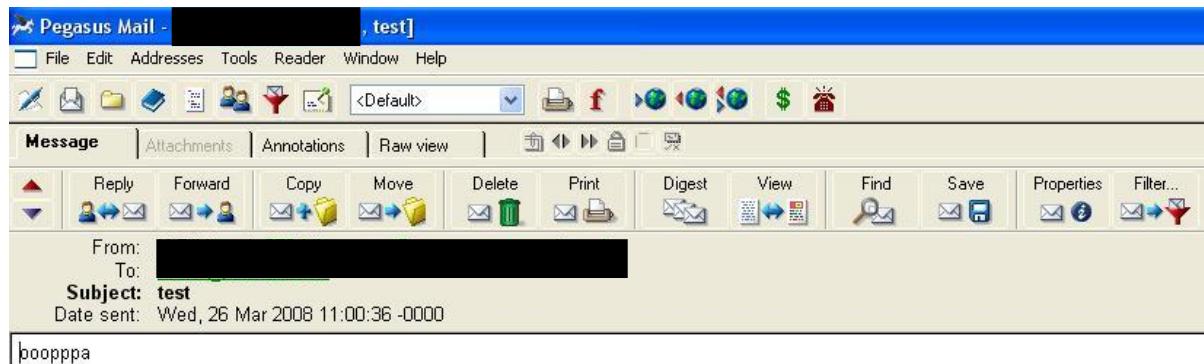
## SED TROUBLESHOOTING

Issue/System	Solution
Adobe Problems/requirements	<p>Download full version of Adobe Reader (version 4 or above) from Adobe website  <a href="http://www.adobe.com/uk/">http://www.adobe.com/uk/</a> If you are experiencing problems download most recent edition.</p>
FileOpen	<p>Install FileOpen Plug-In Digital Rights Management Software. Can be downloaded from  <a href="http://plugin.fileopen.com/Default.aspx?bhcp=1">http://plugin.fileopen.com/Default.aspx?bhcp=1</a></p> <p>Once FileOpen has been downloaded to the machine, please use a test document (<a href="http://fileopen.bl.uk:8008/FileOpenFreeLink-1.0/entryPage.do">http://fileopen.bl.uk:8008/FileOpenFreeLink-1.0/entryPage.do</a>) to ensure it is working correctly before clicking on the link in the email.</p>
If File Open or Adobe will not install	<p>You may be using a PC with no administrative rights or a firewall might prevent installation. Please contact the IT administrator who attends to the computer you are using.</p>
Forwarding message to another email box	<p>Once the email has been opened it will not be possible to forward the message and open the link from another email box. If possible avoid forwarding the email completely.</p>
Email link not working	<p>If text is not clear (displayed in code) change setting to <b>view</b> email from plain text to html. See examples below for how to do this in Peagsus &amp; Groupwise.</p> <p>If this does not work, try opening on web version of email client or forwarding message to different email provider if you have one.</p> <p>If you still cannot read message copy and paste the long URL at the end of the message into the browser address bar.</p>

PDF of document not opening properly in browser window	Check you have most current edition of Adobe & delete any old editions.  Delete temporary internet files.
Printer set up correctly	Ensure that paper & toner is available in printer  Carefully select the printer you wish to use
What if the document comes from a source that is not the British Library	SED is only available for documents provided by the British Library only
If all else fails	Email library@qmul.ac.uk and the interlibrary loan team will investigate.

Changing from plain text to HTML:

Pegasus



Groupwise

